

Enterprise Incident Report May 2012

As of 6/4/2012

Community and Culture

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - First Contact Resolution | | |
|-----------------------|----------------------|-------------------------------------|--|---------|-----------|
| | | | High | Low | FCR Total |
| Community and Culture | Application Services | Bart Purser | 0 0 | 6 1 | 6 1 |
| | | Dustin Crump | 0 0 | 2 0 | 2 0 |
| | | Martin Gonzalez | 0 0 | 1 1 | 1 1 |
| | | Paul Lundell | 0 0 | 1 0 | 1 0 |
| | | Tony Larsen | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 11 2 | 11 2 |
| | Help Desk | Brenda Treadway | 0 0 | 3 3 | 3 3 |
| | | Eileen Dubach | 0 0 | 1 1 | 1 1 |
| | | Julie VanBeekum | 0 0 | 2 2 | 2 2 |
| | | Vicky Marrelli | 0 0 | 3 3 | 3 3 |
| | | Assigned to Individual Total | 0 0 | 9 9 | 9 9 |

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Community and Culture

| | | | High | Low | FCR Total |
|-----------------------|-------------------------|-------------------------------------|--------|----------|-----------|
| Community and Culture | Metro A Desktop Support | Edward Fortner | 0 0 | 2 0 | 2 0 |
| | | Kraig Ellis | 0 0 | 15 1 | 15 1 |
| | | Mike Wilde | 0 0 | 11 1 | 11 1 |
| | | Robert Wall | 0 0 | 2 1 | 2 1 |
| | | Tracy VanderVaart | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 31 3 | 31 3 |
| | Metro A Help Desk | Cindy Schroeder | 0 0 | 9 7 | 9 7 |
| | | Ed Conrad | 0 0 | 14 14 | 14 14 |
| | | Liz Evans | 0 0 | 6 3 | 6 3 |
| | | Assigned to Individual Total | 0 0 | 29 24 | 29 24 |
| | Metro A Hosting | Tom Carney | 1 0 | 1 0 | 2 0 |
| | | Assigned to Individual Total | 1 0 | 1 0 | 2 0 |
| | Metro B Desktop Support | Bill Crowther | 0 0 | 1 0 | 1 0 |
| | | Jay Locker | 0 0 | 1 0 | 1 0 |

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| | | | High | Low | FCR Total |
|-----------------------|-------------------------------|-------------------------------------|--------|----------|-----------|
| Community and Culture | Metro B Desktop Support | Matthew Blunk | 0 0 | 1 0 | 1 0 |
| | | Michael Barth | 0 0 | 14 0 | 14 0 |
| | | Peter Musser | 0 0 | 2 0 | 2 0 |
| | | Tyler Pearce | 0 0 | 4 2 | 4 2 |
| | | Assigned to Individual Total | 0 0 | 23 2 | 23 2 |
| | Metro B Help Desk | Janet Hongsyvilay | 0 0 | 1 1 | 1 1 |
| | | Val Shepherd | 0 0 | 1 1 | 1 1 |
| | | Assigned to Individual Total | 0 0 | 2 2 | 2 2 |
| | Operations Production Control | Christie Burnham | 0 0 | 11 11 | 11 11 |
| | | Duane Hardy | 0 0 | 2 2 | 2 2 |
| | | Assigned to Individual Total | 0 0 | 13 13 | 13 13 |
| | Strategic Communications | Dennis Rogers | 0 0 | 1 0 | 1 0 |
| | | Luis Larios | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 2 0 |

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| | | | High | Low | FCR Total |
|------------------------|-------------------------|---------------------------------|--------|-----------|-----------|
| Community and Culture | Voice Operations | Gail Christiansen | 0 0 | 1 0 | 1 0 |
| | | Romanza Hamblin Sorensen | 0 0 | 3 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 4 0 | 4 0 |
| | Voice/Data/WAN Services | Mitch Hood | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Assigned Group Total | | 1 0 | 126 55 | 127 55 |
| Customer Company Total | | | 1 0 | 126 55 | 127 55 |

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Community and Culture

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Initial Response | | |
|-----------------------|----------------------|-------------------------------------|---|---------|-----------|
| | | | High | Low | MIR Total |
| Community and Culture | Application Services | Bart Purser | 0 0 | 6 0 | 6 0 |
| | | Dustin Crump | 0 0 | 2 0 | 2 0 |
| | | Martin Gonzalez | 0 0 | 1 0 | 1 0 |
| | | Paul Lundell | 0 0 | 1 0 | 1 0 |
| | | Tony Larsen | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 11 0 | 11 0 |
| | Help Desk | Brenda Treadway | 0 0 | 3 0 | 3 0 |
| | | Eileen Dubach | 0 0 | 1 0 | 1 0 |
| | | Julie VanBeekum | 0 0 | 2 0 | 2 0 |
| | | Vicky Marrelli | 0 0 | 3 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 9 0 | 9 0 |

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Community and Culture

| | | | High | Low | MIR Total |
|-----------------------|-------------------------|-------------------------------------|--------|---------|-----------|
| Community and Culture | Metro A Desktop Support | Edward Fortner | 0 0 | 2 0 | 2 0 |
| | | Kraig Ellis | 0 0 | 15 0 | 15 0 |
| | | Mike Wilde | 0 0 | 11 0 | 11 0 |
| | | Robert Wall | 0 0 | 2 0 | 2 0 |
| | | Tracy VanderVaart | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 31 0 | 31 0 |
| | Metro A Help Desk | Cindy Schroeder | 0 0 | 9 0 | 9 0 |
| | | Ed Conrad | 0 0 | 14 0 | 14 0 |
| | | Liz Evans | 0 0 | 6 0 | 6 0 |
| | | Assigned to Individual Total | 0 0 | 29 0 | 29 0 |
| | Metro A Hosting | Tom Carney | 1 0 | 1 0 | 2 0 |
| | | Assigned to Individual Total | 1 0 | 1 0 | 2 0 |
| | Metro B Desktop Support | Bill Crowther | 0 0 | 1 0 | 1 0 |
| | | Jay Locker | 0 0 | 1 0 | 1 0 |

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Community and Culture

| | | | High | Low | MIR Total |
|-----------------------|-------------------------------|------------------------------|------|-----|-----------|
| Community and Culture | Metro B Desktop Support | Matthew Blunk | 0 | 1 | 1 |
| | | | 0 | 1 | 1 |
| | | Michael Barth | 0 | 14 | 14 |
| | | | 0 | 0 | 0 |
| | | Peter Musser | 0 | 2 | 2 |
| | | | 0 | 0 | 0 |
| | Metro B Help Desk | Tyler Pearce | 0 | 4 | 4 |
| | | | 0 | 0 | 0 |
| | | Assigned to Individual Total | 0 | 23 | 23 |
| | | | 0 | 1 | 1 |
| | | Janet Hongsyvilay | 0 | 1 | 1 |
| | | | 0 | 0 | 0 |
| | Operations Production Control | Val Shepherd | 0 | 1 | 1 |
| | | | 0 | 0 | 0 |
| | | Assigned to Individual Total | 0 | 2 | 2 |
| | | | 0 | 0 | 0 |
| | Strategic Communications | Christie Burnham | 0 | 11 | 11 |
| | | | 0 | 0 | 0 |
| | | Duane Hardy | 0 | 2 | 2 |
| | | | 0 | 0 | 0 |
| | | Assigned to Individual Total | 0 | 13 | 13 |
| | | | 0 | 0 | 0 |
| | Dennis Rogers | | 0 | 1 | 1 |
| | | | 0 | 0 | 0 |
| | | Luis Larios | 0 | 1 | 1 |
| | | | 0 | 1 | 1 |
| | | Assigned to Individual Total | 0 | 2 | 2 |
| | | | 0 | 1 | 1 |

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Community and Culture

| | | | High | Low | MIR Total |
|------------------------|-------------------------|---------------------------------|--------|----------|-----------|
| Community and Culture | Voice Operations | Gail Christiansen | 0 0 | 1 0 | 1 0 |
| | | Romanza Hamblin Sorensen | 0 0 | 3 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 4 0 | 4 0 |
| | Voice/Data/WAN Services | Mitch Hood | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Assigned Group Total | | 1 0 | 126 2 | 127 2 |
| Customer Company Total | | | 1 0 | 126 2 | 127 2 |

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Community and Culture

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number -Average time in hours | | |
|-----------------------|----------------------|-------------------------------------|--|------------|-------------|
| | | | High | Low | ATTIR Total |
| Community and Culture | Application Services | Bart Purser | 0 0.00 | 6 0.08 | 6 0.08 |
| | | Dustin Crump | 0 0.00 | 2 0.08 | 2 0.08 |
| | | Martin Gonzalez | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Paul Lundell | 0 0.00 | 1 0.26 | 1 0.26 |
| | | Tony Larsen | 0 0.00 | 1 0.29 | 1 0.29 |
| | | Assigned to Individual Total | 0 0.00 | 11 0.11 | 11 0.11 |
| | Help Desk | Brenda Treadway | 0 0.00 | 3 0.25 | 3 0.25 |
| | | Eileen Dubach | 0 0.00 | 1 0.36 | 1 0.36 |
| | | Julie VanBeekum | 0 0.00 | 2 0.00 | 2 0.00 |
| | | Vicky Marrelli | 0 0.00 | 3 0.08 | 3 0.08 |
| | | Assigned to Individual Total | 0 0.00 | 9 0.15 | 9 0.15 |

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Community and Culture

| | | | High | Low | ATTIR Total |
|-----------------------|-------------------------|-------------------------------------|-----------|------------|-------------|
| Community and Culture | Metro A Desktop Support | Edward Fortner | 0 0.00 | 2 0.09 | 2 0.09 |
| | | Kraig Ellis | 0 0.00 | 15 0.12 | 15 0.12 |
| | | Mike Wilde | 0 0.00 | 11 0.22 | 11 0.22 |
| | | Robert Wall | 0 0.00 | 2 0.49 | 2 0.49 |
| | | Tracy VanderVaart | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 31 0.17 | 31 0.17 |
| | Metro A Help Desk | Cindy Schroeder | 0 0.00 | 9 0.00 | 9 0.00 |
| | | Ed Conrad | 0 0.00 | 14 0.02 | 14 0.02 |
| | | Liz Evans | 0 0.00 | 6 0.01 | 6 0.01 |
| | | Assigned to Individual Total | 0 0.00 | 29 0.01 | 29 0.01 |
| | Metro A Hosting | Tom Carney | 1 0.40 | 1 0.71 | 2 0.56 |
| | | Assigned to Individual Total | 1 0.40 | 1 0.71 | 2 0.56 |
| | Metro B Desktop Support | Bill Crowther | 0 0.00 | 1 0.09 | 1 0.09 |
| | | Jay Locker | 0 0.00 | 1 0.00 | 1 0.00 |

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Community and Culture

| | | | High | Low | ATTIR Total |
|-----------------------|-------------------------------|-------------------------------------|-----------|------------|-------------|
| Community and Culture | Metro B Desktop Support | Matthew Blunk | 0 0.00 | 1 1.18 | 1 1.18 |
| | | Michael Barth | 0 0.00 | 14 0.02 | 14 0.02 |
| | | Peter Musser | 0 0.00 | 2 0.01 | 2 0.01 |
| | | Tyler Pearce | 0 0.00 | 4 0.00 | 4 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 23 0.07 | 23 0.07 |
| | Metro B Help Desk | Janet Hongsyvilay | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Val Shepherd | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.00 | 2 0.00 |
| | Operations Production Control | Christie Burnham | 0 0.00 | 11 0.00 | 11 0.00 |
| | | Duane Hardy | 0 0.00 | 2 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 13 0.00 | 13 0.00 |
| | Strategic Communications | Dennis Rogers | 0 0.00 | 1 0.81 | 1 0.81 |
| | | Luis Larios | 0 0.00 | 1 1.90 | 1 1.90 |
| | | Assigned to Individual Total | 0 0.00 | 2 1.35 | 2 1.35 |

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Community and Culture

| | | | High | Low | ATTIR Total |
|------------------------|-------------------------|---------------------------------|-----------|-------------|-------------|
| Community and Culture | Voice Operations | Gail Christiansen | 0 0.00 | 1 0.10 | 1 0.10 |
| | | Romanza Hamblin Sorensen | 0 0.00 | 3 0.16 | 3 0.16 |
| | | Assigned to Individual Total | 0 0.00 | 4 0.14 | 4 0.14 |
| | Voice/Data/WAN Services | Mitch Hood | 0 0.00 | 1 0.15 | 1 0.15 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.15 | 1 0.15 |
| | Assigned Group Total | | 1 0.40 | 126 0.11 | 127 0.11 |
| Customer Company Total | | | 1 0.40 | 126 0.11 | 127 0.11 |

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Community and Culture

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Missed Resolution | | |
|-----------------------|----------------------|-------------------------------------|---|---------|----------|
| | | | High | Low | MR Total |
| Community and Culture | Application Services | Bart Purser | 0 0 | 6 0 | 6 0 |
| | | Dustin Crump | 0 0 | 2 0 | 2 0 |
| | | Martin Gonzalez | 0 0 | 1 0 | 1 0 |
| | | Paul Lundell | 0 0 | 1 0 | 1 0 |
| | | Tony Larsen | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 11 0 | 11 0 |
| | Help Desk | Brenda Treadway | 0 0 | 3 0 | 3 0 |
| | | Eileen Dubach | 0 0 | 1 0 | 1 0 |
| | | Julie VanBeekum | 0 0 | 2 0 | 2 0 |
| | | Vicky Marrelli | 0 0 | 3 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 9 0 | 9 0 |

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Community and Culture

| | | | High | Low | MR Total |
|-----------------------|-------------------------|-------------------------------------|--------|---------|----------|
| Community and Culture | Metro A Desktop Support | Edward Fortner | 0 0 | 2 0 | 2 0 |
| | | Kraig Ellis | 0 0 | 15 0 | 15 0 |
| | | Mike Wilde | 0 0 | 11 0 | 11 0 |
| | | Robert Wall | 0 0 | 2 0 | 2 0 |
| | | Tracy VanderVaart | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 31 0 | 31 0 |
| | Metro A Help Desk | Cindy Schroeder | 0 0 | 9 0 | 9 0 |
| | | Ed Conrad | 0 0 | 14 0 | 14 0 |
| | | Liz Evans | 0 0 | 6 0 | 6 0 |
| | | Assigned to Individual Total | 0 0 | 29 0 | 29 0 |
| | Metro A Hosting | Tom Carney | 1 0 | 1 0 | 2 0 |
| | | Assigned to Individual Total | 1 0 | 1 0 | 2 0 |
| | Metro B Desktop Support | Bill Crowther | 0 0 | 1 0 | 1 0 |
| | | Jay Locker | 0 0 | 1 0 | 1 0 |

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Community and Culture

| | | | High | Low | MR Total |
|-----------------------|-------------------------------|-------------------------------------|--------|---------|----------|
| Community and Culture | Metro B Desktop Support | Matthew Blunk | 0 0 | 1 0 | 1 0 |
| | | Michael Barth | 0 0 | 14 0 | 14 0 |
| | | Peter Musser | 0 0 | 2 0 | 2 0 |
| | | Tyler Pearce | 0 0 | 4 0 | 4 0 |
| | | Assigned to Individual Total | 0 0 | 23 0 | 23 0 |
| | Metro B Help Desk | Janet Hongsyvilay | 0 0 | 1 0 | 1 0 |
| | | Val Shepherd | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 2 0 | 2 0 |
| | Operations Production Control | Christie Burnham | 0 0 | 11 0 | 11 0 |
| | | Duane Hardy | 0 0 | 2 0 | 2 0 |
| | | Assigned to Individual Total | 0 0 | 13 0 | 13 0 |
| | Strategic Communications | Dennis Rogers | 0 0 | 1 1 | 1 1 |
| | | Luis Larios | 0 0 | 1 1 | 1 1 |
| | | Assigned to Individual Total | 0 0 | 2 2 | 2 2 |

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Community and Culture

| | | | High | Low | MR Total |
|------------------------|-------------------------|---------------------------------|--------|----------|----------|
| Community and Culture | Voice Operations | Gail Christiansen | 0 0 | 1 0 | 1 0 |
| | | Romanza Hamblin Sorensen | 0 0 | 3 0 | 3 0 |
| | | Assigned to Individual Total | 0 0 | 4 0 | 4 0 |
| | Voice/Data/WAN Services | Mitch Hood | 0 0 | 1 0 | 1 0 |
| | | Assigned to Individual Total | 0 0 | 1 0 | 1 0 |
| | Assigned Group Total | | 1 0 | 126 2 | 127 2 |
| Customer Company Total | | | 1 0 | 126 2 | 127 2 |

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Community and Culture

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company | Assigned Group | Assigned to Individual | Top Number - Total Incidents Bottom Number - Average time in hours | | |
|-----------------------|----------------------|-------------------------------------|---|------------|------------|
| | | | High | Low | ATTR Total |
| Community and Culture | Application Services | Bart Purser | 0 0.00 | 6 0.56 | 6 0.56 |
| | | Dustin Crump | 0 0.00 | 2 0.29 | 2 0.29 |
| | | Martin Gonzalez | 0 0.00 | 1 0.63 | 1 0.63 |
| | | Paul Lundell | 0 0.00 | 1 0.33 | 1 0.33 |
| | | Tony Larsen | 0 0.00 | 1 0.43 | 1 0.43 |
| | | Assigned to Individual Total | 0 0.00 | 11 0.49 | 11 0.49 |
| | Help Desk | Brenda Treadway | 0 0.00 | 3 0.27 | 3 0.27 |
| | | Eileen Dubach | 0 0.00 | 1 0.36 | 1 0.36 |
| | | Julie VanBeekum | 0 0.00 | 2 0.00 | 2 0.00 |
| | | Vicky Marrelli | 0 0.00 | 3 0.17 | 3 0.17 |
| | | Assigned to Individual Total | 0 0.00 | 9 0.19 | 9 0.19 |

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Community and Culture

| | | | High | Low | ATTR Total |
|-----------------------|-------------------------|-------------------------------------|-----------|------------|------------|
| Community and Culture | Metro A Desktop Support | Edward Fortner | 0 0.00 | 2 0.19 | 2 0.19 |
| | | Kraig Ellis | 0 0.00 | 15 0.95 | 15 0.95 |
| | | Mike Wilde | 0 0.00 | 11 0.78 | 11 0.78 |
| | | Robert Wall | 0 0.00 | 2 0.89 | 2 0.89 |
| | | Tracy VanderVaart | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 31 0.81 | 31 0.81 |
| | Metro A Help Desk | Cindy Schroeder | 0 0.00 | 9 0.04 | 9 0.04 |
| | | Ed Conrad | 0 0.00 | 14 0.22 | 14 0.22 |
| | | Liz Evans | 0 0.00 | 6 0.07 | 6 0.07 |
| | | Assigned to Individual Total | 0 0.00 | 29 0.13 | 29 0.13 |
| | Metro A Hosting | Tom Carney | 1 0.40 | 1 2.30 | 2 1.35 |
| | | Assigned to Individual Total | 1 0.40 | 1 2.30 | 2 1.35 |
| | Metro B Desktop Support | Bill Crowther | 0 0.00 | 1 0.09 | 1 0.09 |
| | | Jay Locker | 0 0.00 | 1 0.03 | 1 0.03 |

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Community and Culture

| | | | High | Low | ATTR Total |
|-----------------------|-------------------------------|-------------------------------------|-----------|------------|------------|
| Community and Culture | Metro B Desktop Support | Matthew Blunk | 0 0.00 | 1 2.75 | 1 2.75 |
| | | Michael Barth | 0 0.00 | 14 0.40 | 14 0.40 |
| | | Peter Musser | 0 0.00 | 2 1.37 | 2 1.37 |
| | | Tyler Pearce | 0 0.00 | 4 0.85 | 4 0.85 |
| | | Assigned to Individual Total | 0 0.00 | 23 0.64 | 23 0.64 |
| | Metro B Help Desk | Janet Hongsyvilay | 0 0.00 | 1 0.03 | 1 0.03 |
| | | Val Shepherd | 0 0.00 | 1 0.00 | 1 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 2 0.01 | 2 0.01 |
| | Operations Production Control | Christie Burnham | 0 0.00 | 11 0.00 | 11 0.00 |
| | | Duane Hardy | 0 0.00 | 2 0.00 | 2 0.00 |
| | | Assigned to Individual Total | 0 0.00 | 13 0.00 | 13 0.00 |
| | Strategic Communications | Dennis Rogers | 0 0.00 | 1 8.09 | 1 8.09 |
| | | Luis Larios | 0 0.00 | 1 7.49 | 1 7.49 |
| | | Assigned to Individual Total | 0 0.00 | 2 7.79 | 2 7.79 |

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| | | | High | Low | ATTR Total |
|------------------------|-------------------------|---------------------------------|-----------|-------------|-------------|
| Community and Culture | Voice Operations | Gail Christiansen | 0 0.00 | 1 0.10 | 1 0.10 |
| | | Romanza Hamblin Sorensen | 0 0.00 | 3 0.61 | 3 0.61 |
| | | Assigned to Individual Total | 0 0.00 | 4 0.48 | 4 0.48 |
| | Voice/Data/WAN Services | Mitch Hood | 0 0.00 | 1 0.15 | 1 0.15 |
| | | Assigned to Individual Total | 0 0.00 | 1 0.15 | 1 0.15 |
| | Assigned Group Total | | 1 0.40 | 126 0.56 | 127 0.56 |
| Customer Company Total | | | 1 0.40 | 126 0.56 | 127 0.56 |

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Community and Culture

Detail

| | | | | | | |
|------------------------|--------------------------|--------------------------|-----------------------|----------------------------------|-----------------|------|
| INC000000499231 | Jean Irwin | Application | None | Novell GroupWise | TIR Missed: No | 0.05 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low Closed | TTR Missed: No | 4.06 |
| INC000000507330 | Kristen Rogers-Iversen | Telecom | Dial Tone | None | TIR Missed: No | 0.06 |
| | Voice Operations | Romanza Hamblin Sorensen | Community and Culture | Low Closed | TTR Missed: No | 0.89 |
| INC000000507340 | Kathy Kirtz | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Community and Culture | Low Closed | TTR Missed: No | 0.00 |
| INC000000507429 | Gordon Walker | Application | Password | PGP | TIR Missed: No | 0.35 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low Closed | TTR Missed: No | 0.98 |
| INC000000507447 | Maryellen Martinez | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low Closed | TTR Missed: No | 0.00 |
| INC000000507773 | Donna Morris | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Tyler Pearce | Community and Culture | Low Closed | TTR Missed: No | 3.12 |
| INC000000507938 | Rachelle Brown | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| | Application Services | Bart Purser | Community and Culture | Low Closed | TTR Missed: No | 0.81 |
| INC000000507945 | Pema Chagzoetsang | None | None | None | TIR Missed: No | 0.00 |
| | Application Services | Bart Purser | Community and Culture | Low Closed | TTR Missed: No | 0.28 |
| INC000000507954 | Felicia Baca | Telecom | Hardware | Telephone | TIR Missed: No | 0.35 |
| | Voice Operations | Romanza Hamblin Sorensen | Community and Culture | Low Closed | TTR Missed: No | 0.86 |
| INC000000508034 | Jayme Day | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Application Services | Bart Purser | Community and Culture | Low Closed | TTR Missed: No | 1.12 |
| INC000000508077 | Paula Stuart | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Jay Locker | Community and Culture | Low Closed | TTR Missed: No | 0.03 |
| INC000000508132 | Tamera Kohler | Application | None | Novell GroupWise | TIR Missed: No | 0.08 |
| | Application Services | Bart Purser | Community and Culture | Low Closed | TTR Missed: No | 0.08 |
| INC000000508531 | Douglas Lee | None | None | Proofpoint Email Security | TIR Missed: No | 0.37 |
| | Application Services | Bart Purser | Community and Culture | Low Closed | TTR Missed: No | 0.41 |
| INC000000508622 | Kathy Kirtz | EIS Hardware | Printer | None | TIR Missed: Yes | 1.90 |
| | Strategic Communications | Luis Larios | Community and Culture | Low Closed | TTR Missed: Yes | 7.49 |
| INC000000508636 | Sanobi Johnson | None | None | None | TIR Missed: No | 0.40 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low Closed | TTR Missed: No | 0.76 |
| INC000000508639 | Jill Mecham | Print/Copy/Scan/Fax | None | None | TIR Missed: No | 0.35 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low Closed | TTR Missed: No | 0.73 |

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Community and Culture

| | | | | | | |
|------------------------|-------------------------------|---------------------|-----------------------|----------------------------------|-----------------|------|
| INC000000508805 | Barbara Murphy | Application | None | Novell GroupWise | TIR Missed: No | 0.00 |
| | Application Services | Bart Purser | Community and Culture | Low Closed | TTR Missed: No | 0.67 |
| INC000000508918 | Alycia Aldrich | Network | None | None | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Community and Culture | Low Closed | TTR Missed: No | 0.00 |
| INC000000508972 | Mike Glenn | None | None | None | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low Closed | TTR Missed: No | 0.00 |
| INC000000509947 | Matthew Turner | Print/Copy/Scan/Fax | Incident | None | TIR Missed: No | 0.23 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low Closed | TTR Missed: No | 0.68 |
| INC000000510063 | Kathy Kirtz | None | None | BlueZone | TIR Missed: No | 0.00 |
| | Metro B Help Desk | Val Shepherd | Community and Culture | Low Closed | TTR Missed: No | 0.00 |
| INC000000510165 | Gordon Walker | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Community and Culture | Low Closed | TTR Missed: No | 0.00 |
| INC000000510184 | Ashley Tolman | Application | None | Proofpoint Email Security | TIR Missed: No | 0.29 |
| | Application Services | Tony Larsen | Community and Culture | Low Closed | TTR Missed: No | 0.43 |
| INC000000510200 | Lani Nisbet | None | None | None | TIR Missed: No | 0.02 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low Closed | TTR Missed: No | 1.84 |
| INC000000510264 | Lisa F Nelson | None | None | None | TIR Missed: Yes | 1.18 |
| | Metro B Desktop Support | Matthew Blunk | Community and Culture | Low Closed | TTR Missed: No | 2.75 |
| INC000000510683 | Mary Jacobs | PC/Laptop | Password | Novell ConsoleOne | TIR Missed: No | 0.36 |
| | Metro A Desktop Support | Robert Wall | Community and Culture | Low Closed | TTR Missed: No | 1.14 |
| INC000000511001 | Kathy Kirtz | Application | Password | Novell GroupWise | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Community and Culture | Low Closed | TTR Missed: No | 0.00 |
| INC000000511039 | Anna Leggett | None | None | None | TIR Missed: No | 0.44 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low Closed | TTR Missed: No | 1.69 |
| INC000000511485 | Cristine Rhead | None | None | None | TIR Missed: No | 0.01 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low Closed | TTR Missed: No | 0.56 |
| INC000000511508 | Londi Rowley | None | None | None | TIR Missed: No | 0.20 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low Closed | TTR Missed: No | 0.20 |
| INC000000511710 | Kelly K Anderson | None | None | None | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low Closed | TTR Missed: No | 0.24 |
| INC000000511857 | Cristine Rhead | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low Closed | TTR Missed: No | 0.48 |
| INC000000512031 | Margaret Hunt | Application | None | Gmail | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low Closed | TTR Missed: No | 0.35 |

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|------------------------|-------------------------------|-------------------|-----------------------|----------------------------------|--------|----------------|------|
| INC000000512687 | Eva Salazar | PC/Laptop | Error | None | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Community and Culture | Low | Closed | TTR Missed: No | 0.06 |
| INC000000512741 | Mary Jacobs | None | None | None | | TIR Missed: No | 0.16 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low | Closed | TTR Missed: No | 1.39 |
| INC000000513261 | LaDawn Stoddard | Application | Error | Public Meeting / Notice Web Sit | | TIR Missed: No | 0.08 |
| | Help Desk | Vicky Marrelli | Community and Culture | Low | Closed | TTR Missed: No | 0.09 |
| INC000000513307 | Kathy Kirtz | Telecom | Feature | Telephone | | TIR Missed: No | 0.10 |
| | Voice Operations | Gail Christiansen | Community and Culture | Low | Closed | TTR Missed: No | 0.10 |
| INC000000513362 | Jean Irwin | None | None | None | | TIR Missed: No | 0.15 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Closed | TTR Missed: No | 0.15 |
| INC000000513899 | Paula Stuart | Network | None | None | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Peter Musser | Community and Culture | Low | Closed | TTR Missed: No | 1.39 |
| INC000000514036 | Karma Clevenger | Network | None | None | | TIR Missed: No | 0.71 |
| | Metro A Hosting | Tom Carney | Community and Culture | Low | Closed | TTR Missed: No | 2.30 |
| INC000000514330 | Sharon Chalmers | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Community and Culture | Low | Closed | TTR Missed: No | 0.20 |
| INC000000514516 | Sheryl Featherstone | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.02 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Closed | TTR Missed: No | 0.17 |
| INC000000514526 | Judy Moore | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Duane Hardy | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000514588 | Rosalinda Tsosie | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Duane Hardy | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000514626 | Justin Howland | Network | Error | Novell Client for 32-bit Windows | | TIR Missed: No | 0.22 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Closed | TTR Missed: No | 0.32 |
| INC000000514678 | Katherine Smith | Application | Error | Novell GroupWise | | TIR Missed: No | 0.05 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Closed | TTR Missed: No | 0.77 |
| INC000000515041 | Ronald Van Harten | None | None | None | | TIR Missed: No | 0.30 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low | Closed | TTR Missed: No | 3.26 |
| INC000000515182 | Eva Salazar | None | None | None | | TIR Missed: No | 0.17 |
| | Metro A Desktop Support | Edward Fortner | Community and Culture | Low | Closed | TTR Missed: No | 0.17 |
| INC000000515867 | Stephanie Bourdeaux | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000515887 | Sanobi Johnson | PC/Laptop | None | None | | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Tracy VanderVaart | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000515893 | Donna Morris | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low Closed | TTR Missed: No | 0.00 |
| INC000000515917 | Sanobi Johnson | PC/Laptop | Hardware | None | TIR Missed: No | 0.04 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low Closed | TTR Missed: No | 0.25 |
| INC000000516517 | Lynette Lloyd | Application | Password | Utah Master Directory | TIR Missed: No | 0.36 |
| | Help Desk | Eileen Dubach | Community and Culture | Low Closed | TTR Missed: No | 0.36 |
| INC000000516573 | Matthew Parker | Network | Error | None | TIR Missed: No | 0.00 |
| | Metro A Desktop Support | Edward Fortner | Community and Culture | Low Closed | TTR Missed: No | 0.21 |
| INC000000516623 | Juan Lee | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.27 |
| INC000000516625 | Sarah Pitkin | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.25 |
| INC000000516626 | Doug Gould | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.24 |
| INC000000516629 | Darci Card | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.21 |
| INC000000516631 | Jeri Openshaw | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.21 |
| INC000000516632 | Lisa F Nelson | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.20 |
| INC000000516635 | Vicki Smith | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.18 |
| INC000000516638 | Karma Clevenger | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.17 |
| INC000000516639 | Michael Sweeney | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.16 |
| INC000000516641 | Sharon Chalmers | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.16 |
| INC000000516643 | Kristen Stehel | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.15 |
| INC000000516651 | Colleen Eggett | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.10 |
| INC000000516653 | Craig Neilson | None | None | None | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Michael Barth | Community and Culture | Low Closed | TTR Missed: No | 0.10 |

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| INC000000516689 | Jill Mecham | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000516690 | Jill Mecham | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000516691 | Jill Mecham | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000516817 | Anna Leggett | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000516865 | David Pace | Application | None | Adobe Acrobat | | TIR Missed: No | 0.06 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Closed | TTR Missed: No | 3.30 |
| INC000000516889 | Jeri Openshaw | PC/Laptop | Error | PGP | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Closed | TTR Missed: No | 0.61 |
| INC000000516909 | Jill Mecham | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000516947 | Rosalinda Tsosie | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000517288 | Lisa F Nelson | None | None | None | | TIR Missed: No | 0.40 |
| | Metro A Hosting | Tom Carney | Community and Culture | High | Resolved | TTR Missed: No | 0.40 |
| INC000000517394 | Jeri Openshaw | PC/Laptop | Error | Microsoft Windows XP Professio | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Tyler Pearce | Community and Culture | Low | Closed | TTR Missed: No | 0.27 |
| INC000000517489 | Lisa F Nelson | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Tyler Pearce | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000517574 | Jean Irwin | Application | Reporting | Gmail | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Liz Evans | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000518121 | Matthew Turner | Application | Error | Adobe Acrobat | | TIR Missed: No | 0.18 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Resolved | TTR Missed: No | 0.71 |
| INC000000518270 | Elizabeth D Brown | Application | None | Novell GroupWise | | TIR Missed: No | 0.00 |
| | Help Desk | Julie VanBeekum | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000518456 | Jill Mecham | PC/Laptop | None | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |
| INC000000518493 | Steven Fox | Application | Password | Gmail | | TIR Missed: No | 0.00 |
| | Application Services | Dustin Crump | Community and Culture | Low | Closed | TTR Missed: No | 0.20 |
| INC000000518955 | Lisa F Nelson | None | None | None | | TIR Missed: No | 0.00 |
| | Metro B Desktop Support | Tyler Pearce | Community and Culture | Low | Closed | TTR Missed: No | 0.00 |

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| INC000000519073 | Pema Chagzoetsang | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Help Desk | Brenda Treadway | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000519074 | Stephanie Bourdeaux | Application | Password | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro A Help Desk | Liz Evans | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000519121 | Tamera Kohler | Application | Error | PGP | TIR Missed: No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000519259 | Heidi Orchard | Network | Error | Microsoft Windows 7 | TIR Missed: No | 0.00 |
| Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Resolved | TTR Missed: No | 0.35 |
| INC000000519356 | Julie A Anderson | Application | Error | None | TIR Missed: No | 0.09 |
| Metro B Desktop Support | Bill Crowther | Community and Culture | Low | Resolved | TTR Missed: No | 0.09 |
| INC000000520069 | Katherine Smith | Application | Error | Gmail | TIR Missed: No | 0.00 |
| Application Services | Martin Gonzalez | Community and Culture | Low | Resolved | TTR Missed: No | 0.63 |
| INC000000520102 | Pema Chagzoetsang | Application | Password | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro A Help Desk | Cindy Schroeder | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000520128 | Pema Chagzoetsang | Application | Error | Microsoft Word | TIR Missed: No | 0.02 |
| Metro A Help Desk | Cindy Schroeder | Community and Culture | Low | Resolved | TTR Missed: No | 0.09 |
| INC000000520439 | Doug Misner | Print/Copy/Scan/Fax | Paper Jam | None | TIR Missed: No | 0.00 |
| Metro A Help Desk | Ed Conrad | Community and Culture | Low | Resolved | TTR Missed: No | 0.72 |
| INC000000520518 | Katherine Smith | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| Metro B Help Desk | Janet Hongsyvilay | Community and Culture | Low | Resolved | TTR Missed: No | 0.03 |
| INC000000520757 | Doug Misner | EIS Hardware | Printer | None | TIR Missed: No | 0.81 |
| Strategic Communications | Dennis Rogers | Community and Culture | Low | Resolved | TTR Missed: Yes | 8.09 |
| INC000000520809 | Stephen Matthews | Application | Password | Utah Master Directory | TIR Missed: No | 0.15 |
| Help Desk | Vicky Marrelli | Community and Culture | Low | Resolved | TTR Missed: No | 0.42 |
| INC000000520980 | Pema Chagzoetsang | Application | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Help Desk | Vicky Marrelli | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000520984 | Lloyd Pendleton | Network | Performance | None | TIR Missed: No | 0.03 |
| Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Resolved | TTR Missed: No | 0.09 |
| INC000000521213 | Heidi Orchard | PC/Laptop | Error | Microsoft Windows 7 | TIR Missed: No | 0.00 |
| Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Resolved | TTR Missed: No | 1.49 |
| INC000000521304 | Mary Jacobs | None | None | None | TIR Missed: No | 0.14 |
| Metro A Desktop Support | Mike Wilde | Community and Culture | Low | Resolved | TTR Missed: No | 0.15 |
| INC000000521392 | Brian Richards | None | None | None | TIR Missed: No | 0.00 |
| Operations Production Control | Christie Burnham | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |

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|------------------------|-------------------------------|--------------------------|-----------------------|----------------------------------|----------|----------------|------|
| INC000000521399 | Brian Richards | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000521402 | Brian Richards | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000521404 | Brian Richards | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000521407 | Brian Richards | None | None | None | | TIR Missed: No | 0.00 |
| | Operations Production Control | Christie Burnham | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000522258 | Keith Burnett | Application | Error | Utah Master Directory | | TIR Missed: No | 0.34 |
| | Help Desk | Brenda Treadway | Community and Culture | Low | Resolved | TTR Missed: No | 0.34 |
| INC000000522300 | Leah Piccolo | PC/Laptop | Hardware | None | | TIR Missed: No | 0.12 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Resolved | TTR Missed: No | 0.12 |
| INC000000522414 | Don Hartley | Server | None | None | | TIR Missed: No | 0.10 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Resolved | TTR Missed: No | 0.10 |
| INC000000522466 | Gordon Walker | Application | Error | Novell GroupWise | | TIR Missed: No | 0.63 |
| | Metro A Desktop Support | Robert Wall | Community and Culture | Low | Resolved | TTR Missed: No | 0.65 |
| INC000000522868 | Justin Howland | Application | Password | Novell GroupWise | | TIR Missed: No | 0.08 |
| | Metro A Help Desk | Liz Evans | Community and Culture | Low | Resolved | TTR Missed: No | 0.14 |
| INC000000523404 | Kathy Kirtz | Telecom | Call Management | Telephone | | TIR Missed: No | 0.07 |
| | Voice Operations | Romanza Hamblin Sorensen | Community and Culture | Low | Resolved | TTR Missed: No | 0.07 |
| INC000000523568 | Geoffrey Fattah | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Resolved | TTR Missed: No | 0.16 |
| INC000000523624 | Jeri Openshaw | Application | Error | Novell Messenger | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Resolved | TTR Missed: No | 0.06 |
| INC000000523652 | Arie Leeftang | Telecom | Hardware | None | | TIR Missed: No | 0.15 |
| | Voice/Data/WAN Services | Mitch Hood | Community and Culture | Low | Resolved | TTR Missed: No | 0.15 |
| INC000000523658 | Anna Leggett | Application | Error | None | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Community and Culture | Low | Resolved | TTR Missed: No | 0.29 |
| INC000000523759 | Lynette Lloyd | Application | Password | Gmail | | TIR Missed: No | 0.88 |
| | Metro A Desktop Support | Kraig Ellis | Community and Culture | Low | Resolved | TTR Missed: No | 0.88 |
| INC000000523762 | Diana Walker | Network | Password | Novell Client for 32-bit Windows | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Resolved | TTR Missed: No | 0.07 |
| INC000000523936 | Gayle Gardner | Application | Password | Utah Master Directory | | TIR Missed: No | 0.42 |
| | Help Desk | Brenda Treadway | Community and Culture | Low | Resolved | TTR Missed: No | 0.46 |

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|------------------------|-------------------------|-----------------|-----------------------|--------------|----------|----------------|------|
| INC000000524233 | Annette Despain | Application | Error | Loans System | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Cindy Schroeder | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000524347 | Liz H Smith | None | None | None | | TIR Missed: No | 0.16 |
| | Application Services | Dustin Crump | Community and Culture | Low | Resolved | TTR Missed: No | 0.38 |
| INC000000524358 | Ronald Van Harten | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Resolved | TTR Missed: No | 0.32 |
| INC000000524435 | Kathy Kirtz | None | None | None | | TIR Missed: No | 0.26 |
| | Application Services | Paul Lundell | Community and Culture | Low | Resolved | TTR Missed: No | 0.33 |
| INC000000524863 | Ronald Van Harten | None | None | None | | TIR Missed: No | 0.03 |
| | Metro B Desktop Support | Peter Musser | Community and Culture | Low | Resolved | TTR Missed: No | 1.34 |
| INC000000524901 | Julie A Fisher | Application | Password | PGP | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Resolved | TTR Missed: No | 0.32 |
| INC000000525286 | Paula Stuart | None | None | None | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |
| INC000000525569 | Sanobi Johnson | None | None | None | | TIR Missed: No | 0.30 |
| | Metro A Desktop Support | Mike Wilde | Community and Culture | Low | Resolved | TTR Missed: No | 0.88 |
| INC000000525709 | Julie A Fisher | Application | None | Gmail | | TIR Missed: No | 0.00 |
| | Metro A Help Desk | Ed Conrad | Community and Culture | Low | Resolved | TTR Missed: No | 0.00 |